

# Questions and Answers

*Issued: October 09, 2012*

## **RFQ #13-009-13 Collection Agency Services (Shelby County Court Clerk's Offices)**

*Due: October 12, 2012 no later than 4:00 P.M. (Central Standard Time)*

### **TO ALL PROSPECTIVE BIDDERS:**

The following questions were submitted by potential vendors  
Answers are listed in **red** below:

1. Is this replacing the one from a few months ago? Was that one cancelled?  
**Yes, the old one was cancelled. Only those vendors that responded received a cancellation letter.**
2. Is it possible to get a breakdown on the type of accounts included in this RFP, for instance what percent are retail and what percent are commercial: Business taxes or Osha Fines? **All of these accounts are of a personal nature (court fines); Shelby County Government is neither a retail nor commercial entity. Our business tax collections are handled by the State of Tennessee, and the Trustees' Office is responsible for the property taxes.**
- 3.. Are at-home agents an option, preferably located in Shelby County? Would this solution, provided it's demonstrated there's world-class security and all compliance requirements are exceeded, be considered? **It would be considered, but not as highly as a company that had offices and a proven track record of collections for Major companies.**
4. Why is the contract out to bid at this time? **There are no current contracts and the Administration wants to put a contract (s) in place to lock in the fees.**

5. Why was your earlier 2012 RFP cancelled? The Administration requested it.
6. Why is this one now an RFQ? Are you picking the vendor based on price this time? The selection will be based on qualifications first, and the fee must be 25% or less.
7. When is the anticipated contract start date? When the proposals have been received, vendor (s) selects and the contract (s) are finalized and the "Notice to Proceed" has been issued.
8. To how many vendors are you seeking to award a contract? This will be determined by the number of qualified responses.
9. What collection attempts are performed or will be performed internally prior to placement? There are agencies that are already performing this function without the benefit of a contract.
10. What is the total dollar value of accounts available for placement now by category, including any backlog? This varies department to department; the dollar amounts also vary from several hundred dollars to thousands of dollars. Varies by court: from \$2,500.00 to 2.5 million,
11. What is the total number of accounts available for placement now by category, including any backlog? This also varies from department to department, from a few hundred to thousands.
12. What is the average balance of accounts by category? Varies by court, from 50 to 500
13. What is the average age of accounts at placement (at time of award and/or on a going-forward basis), by category? Varies by court, ranging from 180 days (6 months), to 2-1/2 to 3 yrs, with Juvenile Court having some as old as 10 years ( Criminal – 180 days; Chancery – one year; Circuit – 6 months old; Juvenile Court- 10 years; General Sessions, Criminal Div. –approx. one year
14. What estimated or actual dollars were paid last year, last month, or last quarter to any incumbent(s)? Varies by court: from \$2,300.00 to \$350,000.
15. What is the monthly or quarterly number of accounts expected to be placed with the vendor(s) by category? Criminal - 500; Chancery – 100; Circuit - 20-30 monthly,

16. What is the monthly or quarterly dollar value of accounts expected to be placed with the vendor(s) by category? **Average dollar amount is \$5,000.00 monthly, some as high as \$20,000.**
17. What has been the historical rate of return or liquidation rate provided by any incumbent(s), and/or what is anticipated or expected as a result of this procurement? **Varies by court: Criminal Court – 1 to 1.5%; Circuit Court - 40%.**
18. If applicable, will accounts held by any incumbent(s) or any backlog be moved to any new vendor(s) as a one-time placement at contract start up? **All accounts will be transferred to the selected vendor (s); if different from the existing agency. Criminal – there may be some that are missed or got through the 180 day time frame; Juvenile Court – all; General Sessions, Criminal Div. – yes**
19. Section H, LOSB: If we are not utilizing a subcontractor, may we we get a waiver for this requirement? Is there a form that needs to be filled out and provided with our response? Is there a goal set for this contract in terms of the percentage of the contract that should be subcontracted with a LOSB? **There is no goal set for this contract in terms of the percentage, so therefore, no waiver required. This LOSB statement is in all of RFP documents.**
20. To what extent will the location of the bidder's call center and/or corporate headquarters have a bearing on any award(s)? **Prefer to have a local office but will consider others based on the qualifications received in the proposal.**
21. Can you please provide greater details on how proposals will be evaluated and how the selected vendor(s) will be chosen? **The proposals will be evaluated by a review committee, weights are selected prior to the proposals being received and each proposal will be reviewed equally.**
22. Page 2, last bullet, and Page 3, letter F: Is the court asking the vendor to proceed with garnishments, and if so, will successful garnishments be compensated? Or are all legal actions, including garnishment work, ineligible for fee? **The garnishment will be issued by the Court**
23. Page 5, Section B: Please clarify – is the County looking for a quoted fee for services, or are vendors simply expected to affirm that their fees will be under 25%? **The fee must be stated and must be 25% or less.**
24. What actual dollars were paid on an annual basis to incumbents, broken out by court? **Because there are five courts involved, the annual fees paid are varied. Varies by court: from \$2,300.00 to \$350,000**

25. If the County selects more than one vendor, will the agencies jointly receive accounts from all courts? If not, how does the County anticipate dividing the referrals? Generally, each court will select one vendor to use; this may result in all vendors being awarded a contract, or just one. (The selection depends upon the number of qualified proposals that are received.)
26. Can the County please clarify if the collection fee can be added to the defendant's balance? No, the collection fee is deducted from the amount collected; it cannot be added to the defendant's balance.